



# Memorandum

**To:** Medicaid Partners  
**From:** Jeanine Schieferecke  
**Date:** 10/31/2008  
**Re:** New Member Self-Service Features

KHPA is very pleased to announce the implementation of two new self-service options for members in our Kansas Medical Assistance Programs (KMAP). These options will allow participants to check eligibility for themselves and all other persons on their case using the telephone and the internet. Both tools will be available beginning Monday, November 3, 2008. These tools are being developed and hosted by EDS, the Medicaid fiscal agent.

**ROSIE** – ROSIE is our new automated phone attendant and is available to provide coverage information to members. ROSIE can be reached at **1-800-766-9012**.

**Member Web Services** – Using a secure location on the internet, members will be able to check eligibility and coverage information for themselves and all other persons on their case. They can also view spenddown information, level of care information, enroll in a Managed Care plan, and request replacement medical cards or Certificates of Creditable Coverage.

Because both tools provide access to private information about the member and their family, security measures are in place to protect the information. Each case head is being mailed a security letter with instructions on how to access their personal accounts. EDS began mailing letters on Wednesday, October 29. A copy of the letter is included.

Persons with questions about these new tools should call KMAP Customer Service at 1-800-766-9012.

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